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ORIGINAL

ARIZONA CORPORATION COMMISSION

August 1, 2017

To: Docket Control

RE: Arizona Public Service Company – Customer Comments

Docket No. E-01345A-16-0036 and E-01345A-16-0123

Please docket the attached ____2____ opinions regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

AUG 1 2017

DOCKETED BY

A blue ink signature, likely of the docketing official, written over a horizontal line.

RECEIVED
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DOCKET CONTROL
2017 AUG - 1 A 9:14

E-01345A-16-0036

Arizona Corporation Commission

E-01345A-160123 Utilities Complaint Form

Investigator: Al Amezcua

Phone: <<< REDACTED >>>

Opinion Date: 7/17/2017

Opinion Number: 2017 - 142828

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/17/2017 4:01 PM

Rate Case Items - Solar In Favor

First Name: Alan

Last Name: Hartsook

Account Name: Alan Hartsook

Address:

City:

State:

Zip Code:

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

From: Alan Hartsook [mailto:<<< REDACTED >>>]

Sent: Wednesday, July 12, 2017 10:49 AM

To: MAILBOX E-docket <mailbox.<<< REDACTED >>> >

Subject: APS rate change/hearing/decision

To whom it may concern;

I am an APS customer and both myself and APS are becoming very frustrated (just off the phone with someone from their green team)!!

The upcoming rate decision effects solar customers because of the discontinuation of the current "standard rate plan". Therefore, for solar customers, this will be a problem as we are waiting on our solar system to be installed and activated by APS.

I believe myself, and many other voting Arizonans would greatly appreciate a solid date on the decision, or at least some type of GRACE PERIOD after the decision is made for APS customers to make the rate plan change prior to it going into effect.

If this could also be sent via some type of community notification (news, emails, etc) so that everyone could be properly informed, I am sure all of the voters would be very grateful.

Sincerely,

Alan Hartsook, MD FAAP

Investigation

Date:

Analyst:

Submitted By:

Type:

7/17/2017

Al Amezcua

Telephone

Investigation

Comments noted for the record and docketed. CLOSED.

Opinion 142828 - Page 1 of 2

E-01345A-16-0036

Arizona Corporation Commission
Utilities Complaint Form

Arizona Corporation Commission

E-01345A-16-0123 Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 7/25/2017

Opinion Number: 2017 - 142962

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/25/2017 9:21 AM

First Name: James

Last Name: Howard

Account Name: James Howard

Address: <<< REDACTED >>>

City: Surprise

State: AZ

Zip Code: 85388

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

As an Arizona resident for the past 3.5 years, my experience with receiving power from APS illustrates a private company that is self serving and very greedy by abusing some of its customers. I have documented many problems with the smart meter implementation. To start with I have reviewed the past few months of data that these smart meters collect and report on my off-peak and on-peak usage. I discovered that when the meters or network fails to report, APS estimates the usage based on some formula that they came up with and I can prove the estimated figures are not valid. As an example, the past week no data was reported but they plugged in some numbers based on what? (I was unable to get a strait answer from them). I have proof that no major appliances were on at those times as we had some problems where almost all our major appliances -Dishwasher, Clothes Washer, Clothes Dryer, and other appliances were out of service. It took me 5 days to replace these units and get them back in service. During the outage, the AC and Pool Pump were both off as well. The APS estimation came into play and they estimated same usage as when everything was online and working. I did some additional research and discovered other problems with APS billing system. They apparently come up with usage numbers that are not correct. I am testing them now to build a case of this practice. Some days, everything will be off all during an on-peak period and then I will check the figures they use to calculate my bill. I addition, the many fees that are added are outrageous and I am guessing that some are illegal. Therefore they should not receive rate hikes from the regulator. I am against Docket E-01345A-16-0123.

Investigation

Date:

Analyst:

Submitted By:

Type:

7/25/2017

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED